

September 15, 2017

Dear Residents,

First, thank you to all for your kindness and support this week during the challenging time with Hurricane Irma. It has been a remarkable outpouring, with neighbors helping neighbors working with staff, the Mayor, the Commissioners and getting things done.

The burning question at the moment is, "When will I have electricity?" The Mayor, Commissioners and I have all been in close contact with FPL this week, speaking, texting, emailing and escalating multiple times each day. The "feeder" lines that bring power to the Village are now all repaired and the secondary and tertiary lines serving our individual homes are the next priority. Today, we had roughly 10 crews from FPL/ Pike Electric in the village. Last night, service was restored to 109<sup>th</sup> Street and some other areas. In the current heat, it is hard to be patient and wait and we have expressed our frustration – AND YOURS - to FPL. AS POWER IS BEING RESTORED, PLEASE BE AWARE OF POWER LINES THAT HAVE FALLEN. PLEASE DO NOT CROSS BARRICADED AREAS (CAUTIONS TAPE, CONES, BARRICADES, ETC.) In the meantime, please continue to report lines downed to Village staff and FPL. FPL is aware that their reporting system is not updating properly.

To help with the heat, we have opened the Recreation Center as a location for residents to relax in air conditioning. In addition, we have cold water there and you can charge your cell phone or laptop and free WIFI is available. Staff is at the recreation center and is able to provide the latest information about what is happening in the Village. Many residents have spent much of the week there and please feel free to join us.

Regarding the "BOIL WATER ADVISORY". We are erring on the side of caution with this. Because of the trees being uprooted, additional water lines and mains are getting broken. While Miami Dade County may have lifted their advisory, please continue to be cautious with drinking water. To help, we have a few cases of water left for residents at the Rec Center. It was provided by County Commissioner Sally Heyman, and we are grateful to her. If needed, please stop by and get a case of water!

Concerned residents are also asking about crime in the Village. We have additional police on staff, and Chief Wollschlager and our officers are doing a superb job of protecting the residents. We have only had a couple crimes this week (such as the theft of a generator). We have seen no real increase in crimes, but are patrolling diligently.

Debris Removal is continuing. We have a contract with Grubbs for disaster recovery to clear the streets and remove debris after a storm. Monday, the day after the storm, they were in the Village and clearing streets. Nearly every street had at least one tree blocking it on Monday morning. By Thursday night, only one street still had a blockage – NE 111 at Griffing Blvd – and that was because a power line was intermingled with the tree and Grubbs is coordinating with FPL before removing it. A staging area is prepared next to Village Hall and debris is currently being moved from medians and swales to that area, where it will be run through a chipper and removed. It is going to take a little time, but we are hoping to have it done in the next two weeks.

Today, five days after a hurricane, our streets are clear (with the one exception) and power is being restored. We have a "cooling" location for residents at the Rec Center. We are making welfare checks on our elderly and infirm residents. As with any situation like this, we learn of things we can do better

and we will be incorporating learnings from this event into our plan. Like many residents, we lost our internet service and communication has been difficult. We have posted notices on all public buildings directing residents to staff at the rec center for information in an initial effort to disseminate information until other methods of communication were restored.

Again, thanks to all of our residents for your patience and for helping each other during this trying time. Together, we will get through this and come out stronger.